

Public Training Class Payment Terms and Conditions

This course is delivered by Agile Centre's training partner Ivar Jacobson International. By booking onto the training you agree to adhere to their terms and conditions below. If you have any issues please get in touch with the team via email to operations@agilecentre.com

Payment Terms

Ivar Jacobson International's ("IJI") payment policy for public training classes requires payment prior to the start date of the class unless prior written arrangements have been made. Payment must be by one of the accepted credit cards listed on the registration site or invoice. Invoice payment terms are net 7 days from invoice date. You will receive a copy of your credit card receipt under separate cover. Please note that failure to pre-pay does not relieve you from the cancellation terms detailed below. All prices are per person and are exclusive of applicable sales taxes. Class attendees are responsible for their own travel and accommodation arrangements.

Cancellation Terms

When IJI Cancels or Reschedules a Class. IJI reserves the right to cancel or reschedule a class if necessary, with up to 14 days' notice prior to the first day of instruction ("Cancellation Period"). Should IJI cancel or reschedule a class after the Cancellation Period (i.e. by providing the student with 13 days or less notice prior to the first day of instruction): (i) IJI will assist in covering the student's already incurred and non-reimbursable travel expenses (and travel cancellation fees); and (ii) the student may choose to either apply the paid tuition to a future IJI class or have IJI refund the tuition in full. Your IJI Account Manager is fully prepared to discuss the circumstances and limitations should this occur. Should IJI cancel or reschedule a class within the Cancellation Period, IJI will not reimburse any travel expenses and cancellation fees.

When a student cancels a class:

Refund Policy

All cancellations and transfers for open courses must be requested in writing to training@agilecentre.com. A student can apply the paid tuition to one future class which is scheduled within 6 months of the originally booked class. You may substitute a delegate with another at no charge but please contact us in advance of your course if you wish to do this. If you are unable to attend and unable to substitute a delegate, we will make every effort to move you to a later course where available (a 5% fee shall apply to any rescheduled course to cover admin costs).

The table below gives details of our refund policy should cancellation be the only option.

Cancelling a booking	% of fee credited
More than 30 days before the course start date	90% (10% retained to cover admin costs)
29-14 days before the course start date	50%
Less than 14 days before the course start date	0%

Subject to the above cancellation terms, if a student cancels a class or if a student requests a refund of all or part of the tuition fee paid, Agile Centre will process the refund within thirty (30) days. If the fee is paid by credit card, refunds will be credited to that credit card.